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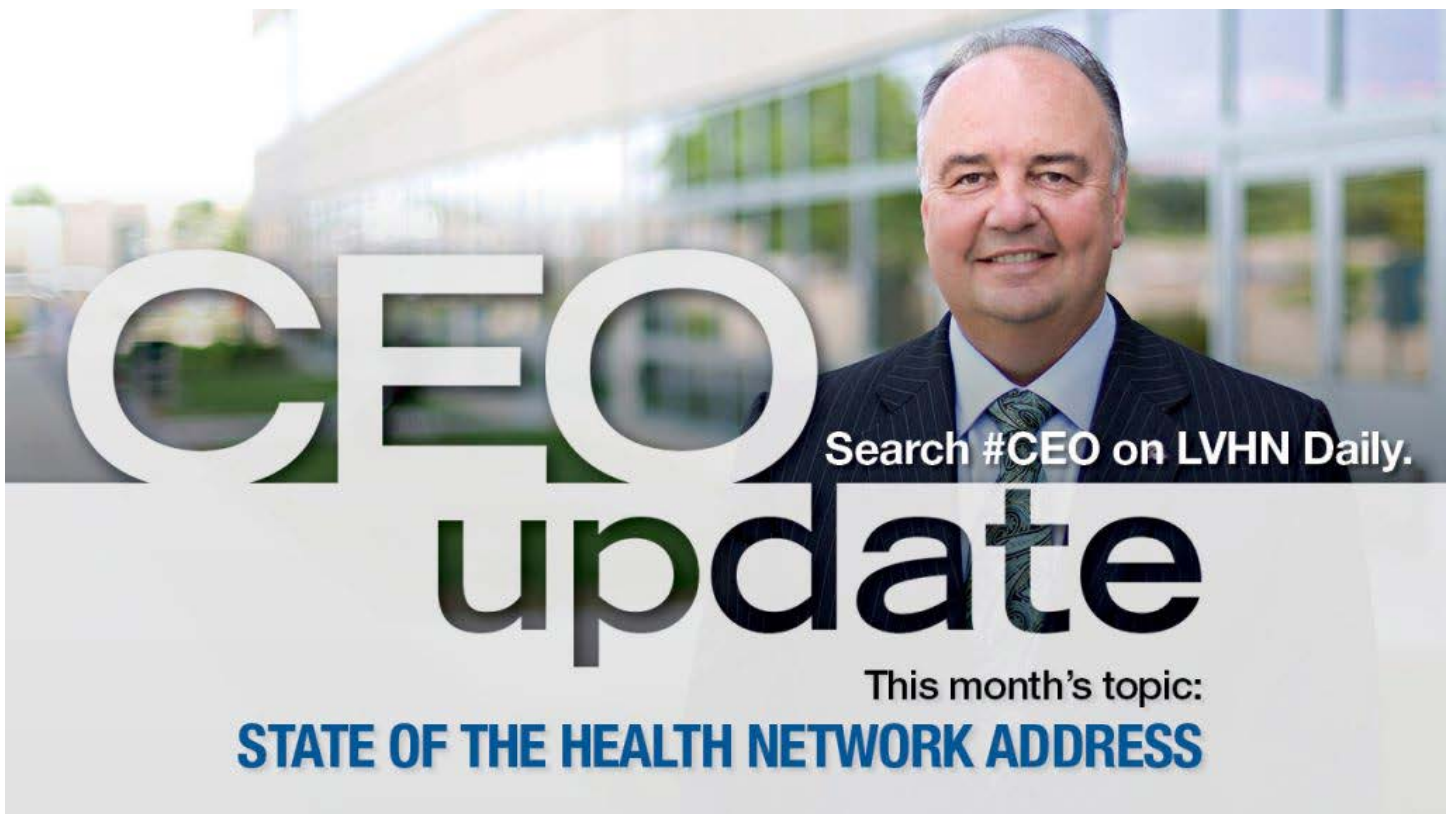
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LVHN President and CEO Delivers State of the Health Network Address

by [hazlvhndaily](#) · November 22, 2017



PRIDE is at the heart of everything we do because it's all about how we treat people. We recently surveyed colleagues about our PRIDE behaviors, listened to your suggestions and updated our PRIDE behaviors to put you first, even before our patients. Here is what's new about PRIDE:

- **You're asked to make the PRIDE Promise**, a personal commitment to practicing these behaviors.
- **We listened to you and included the new things that you told us are important** to infuse into our culture (creating time, trust and teamwork by being present, engaged, positive and accountable).

Practicing PRIDE means we're listening to you and making investments in you. Here's how:

- **You asked for better fitness benefits.** Now, all colleagues can use LVHN Fitness facilities at no cost and with no minimum visit requirement.
- **You asked for professional and personal growth opportunities.** Now through January, we'll begin rolling out free development opportunities designed to help you be at your best.
- **You asked to have more interaction with leadership.** Now, colleagues are invited to the State of the Health Network Address. We're hosting Town Hall meetings, Casual Conversations and PRIDE Rounds. And leaders are providing more communication via blogs and emails. Coming soon, colleagues will be invited to join a "colleague ambassador" program, which will promote even more two-way communication between staff and leadership.
- **We'll keep listening to you.** In February, we'll conduct our next Colleague Survey. It's your opportunity to provide feedback about your experience at LVHN. We'll use your input to make your work experience

even better.

Creating an exceptional experience for you is so important, next fiscal year we'll expand our focus from the Triple Aim to the Quadruple Aim. We'll set goals to create Better Health, Better Care, Better Cost and a Better Colleague Experience.

LEHIGH VALLEY HEALTH NETWORK

The Power of Convenience

Today, Tomorrow, or the Next Day

- Call 888-402-LVHN
- Click LVHN.org or MyLVHN
- Walk in ExpressCARE
- Have a Video Visit
- View Provider Ratings

When you're at your best, our flywheel gains momentum. When you have the right work conditions, we all can give people the conveniences and experience they desire. We can "Just Say Yes." Here's what we're doing to provide people with convenient access to care:

- **We're making a promise to people** who call an LVPG practice or our Access Center for an appointment to get them in "today, tomorrow or the next day."
- **You can call one toll-free number**, 888-402-LVHN, to connect to everything LVHN has to offer.
- **You can click LVHN.org or MyLVHN** to schedule an appointment.
- **You can walk in to ExpressCARE** without an appointment for treatment of minor illnesses and injuries. You also can check ExpressCARE wait times on LVHN.org to learn how fast we can see you.
- **You can have a video visit** from the comfort of your home if you have a minor medical concern.
- **You can view providers' star ratings and comments** from verified patients on LVHN.org's Find a Doctor section to choose the best doctor for you.

During the leadership retreat, we brainstormed new ways to increase access to our services while keeping in

mind things already on your plate. Innovative ideas were shared. For example, LVPG is now hiring Access Coordinators, a new position in practices that are seeing patients going elsewhere for care. Access Coordinators will focus on removing barriers and getting people in the door for care. These colleagues fulfill a need and allow other practice colleagues to focus on their responsibilities. It's another example of LVHN's commitment to you and our patients.



The flywheel is gaining momentum. As we make it easy for people to access our service and provide the best experience, people will continue to turn to us for care, and they will tell their family and friends about their experience here. That patient loyalty propels the growth and revenue that allows us to create an even better place to work and make investments in all the regions LVHN serves.

We created a health network in which all of the quality services we provide are accessible within driving distance. Now, we will continue to make investments in all the communities we serve.

- **In Hazleton**, we'll modernize LVH–Hazleton, creating mostly private patient rooms, expanding its ER and adding parking. We will further develop the services we provide in center city Hazleton. We will create a new health care campus of the future at the existing Health & Wellness Center location. Recruitment of new primary care and specialty providers also is underway.
- **In Monroe County**, we're building LVH–Pocono West in Tannersville. It will include an ER, operating rooms, an inpatient medical-surgical unit with private rooms, advanced imaging services, a medical office

building and Sleep Disorders Center.

- **In Lower Nazareth Township**, we'll break ground on a new campus this summer. Nearly one-third of the people in Northampton County already receive care from an LVHN provider. Our focus is to help them get the care they need close to home.
- **In Carbon and Schuylkill counties**, we'll work to expand access to primary and specialty care. Significant activity is underway to identify locations where we can give residents easy access to the services they need close to home.
- **In Bucks County**, we're planning a new health center at the intersection of Pumping Station Road and Route 309.
- **Growth is taking place behind the scenes** to connect our health network with one integrated health record: Epic.



The LVHN strategy is summed up in the statement above. The state of our health network is strong. Together we can make it even stronger.

Leaders should:

- **Help create a great work experience** by supporting your staff.

Colleagues should

- **Take advantage of the opportunities** LVHN makes available to you. Join LVHN Fitness and take advantage of professional and personal development opportunities so you are at your best for our patients.
- **Practice PRIDE.** Promise to treat colleagues, patients and their families with PRIDE during every interaction.
- **Just say yes** when someone needs and appointment, test or service. If you see a barrier, raise the issue with the right people and help fix it.
- **Never forget why you chose a health care career** and that LVHN delivers care from the heart.

John's Journal: A Message of Thanks

by [hazlvhndaily](#) · November 22, 2017

During this month of Thanksgiving, we should take the time

to reflect on the many blessings that we enjoy. Given the demands of our work and home, we often get caught up in the pace of everyday life and don't take the time to appreciate just how fortunate we are. This is a time for such reflection.

I have been reflecting on the many things for which I am grateful. Primarily among them are you, our colleagues, a team I am constantly thankful for. During this season of thanks, I want to express my gratitude to you for your hard work, outstanding service and endless dedication to our patients and our organization.



Through this year of continued department and process integration, you faced challenges with spirit, determination and professionalism. Through integration we are becoming even more efficient, ensuring our use of best practices, accessing state-of-the-art technology and medical resources, and truly becoming part of one integrated health network. I'm so proud of and grateful for all that we are accomplishing for a healthier community together.

Each and every one of us, no matter what position we hold in our organization, makes a difference in someone's life. I hope you can take some time this holiday season to reflect on the good you do each and every day.

May you and your loved ones enjoy a peaceful and joyous Thanksgiving holiday.



About me: My name is John Fletcher, and I am President of LVH-Hazleton. As a teenager, I was an orderly at a nursing home. I've been passionate about health care ever since. I joined our organization in 2004 and was named LVH-Hazleton President in 2015. My passion for meeting the health and wellness needs of our community grows stronger every day. I'm so proud of the exceptional team of health care professionals that supports me in furthering our mission. We are a network of neighbors caring for neighbors, family and friends.

LVHN Information Services Launching New Security Measures

by [hazlvhndaily](#) · November 21, 2017

This message is from Michael Minear, Senior Vice President and Chief Information Officer.

“Phishing” is a term that describes emails or calls designed to trick victims to share private or sensitive information such as login credentials, passwords, or personal and financial information.

“Spear phishing” is a more targeted effort in which attackers study and use information about an organization and its people. Attackers create even more compelling emails and online messages to trick people to give up login credentials and personal information.

LVHN tests colleagues regularly to make certain phishing emails are not responded to. Colleagues fall for the trick every time, and this cannot continue. **If the source of an email is not known, do not open it. Do not provide logins, passwords or other information to strangers.** Doing so puts the organization and your future with it at risk. This is not a drill. Health care organizations experience phishing attacks daily. Giving confidential login information in response to strange emails puts all LVHN systems at risk, and LVHN is taking every step to avoid that. Be vigilant of phishing scams at work and at home. To protect personal and LVHN patients’ information at LVHN, the information services (IS) team is launching additional security measures.



Outside Email Notification

The first step is launching an outside email alert on Nov. 20. Any email sent by an account outside of the LVHN network carries a visible banner warning (shown below) that the email was not generated internally. The banner is an instant reminder to pause and take action to ensure the sender is known. If the sender appears to be an LVHN colleague name, the reader should contact the sender to verify the message and validate any attachment.

CAUTION: This email originated from outside of the LVHN network. Do not click on any links or open attachments unless the sender is known, and the content is verified as safe.

Two-factor Authentication

Passwords alone do not provide an appropriate level of security, even when complex and changed frequently. Beginning Tuesday, Nov. 28 at 10 a.m., LVHN is introducing two-factor authentication for

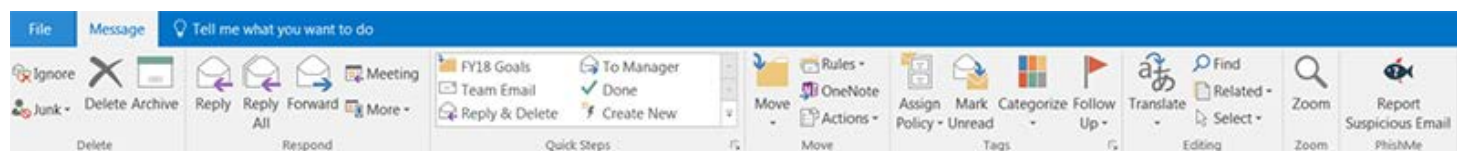
colleagues and vendors using the intranet.lvh.com page to connect to the LVHN network remotely, such as from off-campus locations.

When logging in from an off-campus location, colleagues will still be prompted at the intranet.lvh.com page to supply the login name (SUI) and password. For a second layer of protection, colleagues will be prompted to enter a second authentication code before entering the LVHN network. Step-by-step instructions will be sent to LVHN colleagues in preparation for two-factor authentication, but most are familiar with two-factor authentication through personal banking applications that send a verification code through SMS text to a mobile phone.

While the two-factor authentication process adds an extra step for colleagues to access LVHN systems remotely, it is proven to stop phishing attacks. If a hacker gets a colleague's login credentials, the hacker will never have access to the second factor, the SMS text message. Two-factor authentication makes LVHN a tougher target for cyber-attacks, causing hackers to move on to easier targets.

Report Suspicious Emails

If a suspicious email is received, click the button at the top of Outlook's Ribbon called, "Report Suspicious Email." If you're using a mobile device or webmail, forward emails to spam@lvhn.org.



A notification is generated that a report has been submitted, and the IS security team investigate the email as a potential phishing attack. There is no penalty for reporting a harmless email. However, if the email is malicious, the intelligence provided to IS security helps determine the source of the attack and prevent future attacks to the network. Remember to be on the lookout for suspicious emails.

Thank you for doing your part to keep information and technology protected at LVHN.

Raymond Singer, MD: Reflections on 7,000 Operations and 25 Years as a Surgeon

by [hazlvhndaily](#) · November 24, 2017

This column was written by Raymond Singer, MD, Physician-in-Chief of the LVHN Institute for Special Surgery. It appeared in [The Morning Call](#).

It's hard to believe that so much time has passed. After four years at Muhlenberg College, four more years of medical school at the University of Pennsylvania, and eight years of residency at Jefferson University Hospital, I've now hit the milestone of 25 years in surgical practice and 7,000 operations.

It feels like yesterday that I was the new guy in town. And now today, the new recruits look to me for advice — the kind of sage advice that only experience and perseverance can provide.

My reflections are naturally bittersweet. Like most, I tend to dwell more on my mistakes and the things I wished I could have done differently. I think about the missed opportunities and the times that I was too cautious or too bold.

The road has been long and demanding, full of speed bumps and challenges. There were many times that I wondered if I would make it through. And though I've persevered, my heart still knows little rest. In the quiet of night, I often think about the patients I could not save. Their memories remain with me, along with the emptiness of knowing that my best just wasn't good enough.

One such patient is Trina Green from Ashland, Schuylkill County; her picture remains on my desk. I met Trina shortly after her 40th birthday. Just one year prior, Trina was diagnosed with [breast cancer](#). She had undergone what was believed to be curative surgery, but sadly, the cancer returned, having spread to her lungs.

Unfortunately, there was little I could do surgically. Trina was an avid Phillies fan, like me. Before her death, Trina enjoyed one last Phillies game, sitting in my seats at Citizens Bank Park. The photograph on my desk was taken at that game, showing Trina so happy, as if she had not a care in the world. Her effervescent blue eyes sparkled with joy, as she cheered on her Phillies for the last time. Her memory and those beautiful eyes still haunt me.

Yet, there is also great satisfaction and accomplishment upon reflection. Over the years, I've touched



many lives, more than I take the time to sometimes realize.

One is Mischel Satunas of Bethlehem. At 49 years old, she underwent a lifesaving third-time, triple-valve open heart surgery, a procedure rarely performed. Before meeting me, she was turned down multiple times for surgery, saying that she was too high of a risk and that her symptoms were all in her head. She recently celebrated her six-year anniversary from that successful surgery and has become a spokeswoman and champion for women with heart disease in our community.

Mischel would say that a smile, a touch of the hand, a kind, but confident word to let someone know that they're going to be fine makes all the difference. Patients cherish those personal moments the most, knowing that their doctor cares for them with respect and empathy. The lesson here is simple: Treat every patient as if they were your own family.

I've often said that I was lucky because I came from a family of patients, not doctors. My father had three cancers before he died. My amazing 94-year old mother is twice a cancer survivor and had heart surgery herself many years ago, and yet she continues to fight on. I've sat in many doctors' waiting rooms.

I've witnessed the physical impact of cancer and chemotherapy. I've felt the pain that comes from surgery, and I've endured the sadness of saying goodbye to someone I love.

Treating patients as if they were your own family is the key to enjoying a long career in medicine. In many ways, it's all that really matters. Doctors can go to the best schools and learn every new procedure, but they will never truly succeed unless they learn to treat the patient, not just the disease.

This advice of "treating the patient, not the disease" is hardly new, nor mine, but goes back thousands of years ago to the teachings of Hippocrates and Maimonides. It's as old as the golden rule, "Treat others as you would wish to be treated."

Yes, I've been blessed to have enjoyed a rewarding career at a magnificent hospital, living in a wonderful community, raising two beautiful daughters with my wife. I've worked with the same staff, the same nurses, and the same dedicated colleagues for all 25 years. I've said many times that the reason I've never left is because I know in my heart, whatever success I enjoy, it's because of the team that surrounds me.

I hope to keep the flame burning for years to come. When you love what you do, it's not work, so retirement is not on my to-do list for now. Besides, I rather be in the operating room with these young, talented professionals, than chasing golf balls in the woods.

But no matter what the future holds for me, today I am filled with gratitude for my patients and their families, my colleagues and staff, and most of all, my family, for always being there for me. To all, I say with deep appreciation and love, thank you.

DAISY Award Program Kicks Off Nov. 22

by [Jane Danish](#) · November 21, 2017

All colleagues are invited to celebrate the kick off of the DAISY Award program at LVH–Hazleton on Wednesday, Nov. 22, from 9 a.m. to 1 p.m. in the hospital lobby. Stop by the food kiosk to learn more about the DAISY program and how you can recognize a deserving nurse from throughout LVHN facilities in Hazleton. Refreshments will be served.

LVH–Hazleton has joined other hospitals in our health network (LVH–Cedar Crest, LVH–Muhlenberg and LVH–Pocono) and more than 2,700 hospitals worldwide that recognize the legacies of exceptional nurses with DAISY Awards. Each quarter, one RN or LPN will be chosen to receive the DAISY Award for his or her excellent clinical skills, compassionate care and exemplary service.



Nominations are now being accepted and can be submitted by colleagues, patients, families and/or volunteers. The [DAISY Award for Extraordinary Nurses Nomination Form](#) can be found on LVH–Hazleton's intranet under the Forms category.

Do you know someone who deserves a DAISY Award? Nominate him or her today.

Street Medicine Team Makes National Headlines

by [Richard Martuscelli](#) · November 22, 2017

Last year, the International Street Medicine Symposium was held in Geneva, Switzerland. This year, an audience of more than 500 people from 85 cities in 14 countries on four continents convened at a new location, [downtown Allentown](#). The fact that the latest symposium was the Institute's largest to date is evidence of the amazing work being done by colleagues on LVHN's Street Medicine team.

The Washington Post health and science reporter Laurie McGinley attended and covered the symposium. During her time in the Lehigh Valley, she also spent a day making rounds with LVHN's Street Medicine team.

Her story was published in The Washington Post today. [Read it now](#). It shines the national spotlight on LVHN by highlighting the exceptional work of our colleagues and explaining how their work helps us achieve the Triple Aim: better health, better care and better costs for the people of our community.



United Way Campaign Begins at LVH–Hazleton

by [Jane Danish](#) · November 22, 2017

The United Way of Greater Hazleton fights for health,

education and income – the essential building blocks for a good quality of life for each one of us.

We all have a stake in what befalls our fellow man. The theme for this year's campaign is 'RECONNECT,' so that we can understand the vital needs of our community. We rise or fall together. With your support we are reaching new heights.

The United Way campaign information and pledge form were attached to this week's pay voucher. Please consider this very worthy cause and submit your pledge today. Any donation, no matter how large or how small, will help someone in need in our community.

The following incentives are being offered to colleagues of the LVHN facilities at Hazleton—LVH–Hazleton, Health & Wellness Center at Hazleton, Health Center at Mountain Top, LVPG–Hazleton and ExpressCARE Hazleton:

- Lunch (off-campus) with LVH-Hazleton President John Fletcher
- PTO Day – A pledge of \$4 per pay or minimum of \$104 per year makes you eligible to win one PTO day.
- Preferred parking space – A preferred parking space per month in 2018 at LVH–Hazleton and the Health & Wellness Center at Hazleton. Pledge of \$2 per pay or a minimum of \$52 per year makes you eligible to win preferred parking.

Please send your completed pledge form to Marfy Yanac, Family Birth and Newborn Center, second floor, hospital campus, **no later than Dec. 15**. If you have any questions, you may contact Marfy at 570-501-4298.

Thank you for all that you do!



LVHN Colleagues Celebrate Turkey Toss 2017 – PHOTOS

by [Emily Mitchell](#) · November 17, 2017

Thanksgiving is less than a week away, and colleagues kicked off the start of the holiday season by picking up their turkeys during the seventh annual LVHN Turkey Toss. It was the first time colleagues at LVH-Pocono received a free turkey. In total, more than 6,600 turkeys were gobbled up at six Turkey Toss events across the region. The warmth of the season and the camaraderie of colleagues could be felt as leaders presented colleagues with their turkey and thanked them for all they do to heal, comfort and care for the people of our community.

You can still pick up your turkey through Jan. 31 at the Jaindl Farms retail location, 3150 Coffeetown Road, Orefield. Visit Jaindl.com or call 610-395-3333 for store hours.

You may choose from:

- 12-14 pound frozen Jaindl turkey
- 8-10 pound Jaindl bone-in turkey breast
- 5 pounds of turkey barbecue (Pennsylvania Dutch style or pulled)









LVH–Pocono West Plan Approved

by [hazlvhndaily](#) · November 14, 2017

At LVHN, we are committed to providing the very best care to the communities we serve. Part of providing exceptional care is ensuring people have access to the services they need close to home. When LVHN and Pocono Health System merged in January, we vowed to abide by the commitment to build a new hospital campus along Route 715 in Tannersville. Since then, the leaders of LVH–Pocono and LVHN have been taking the time required to assess the community’s needs and identify the appropriate services for that campus.

To further our commitment to the people of Monroe County, we are pleased to announce that the LVHN Board of Trustees has approved the business plan, timeline and services for the new Lehigh Valley Hospital–Pocono West campus.

The new hospital will give people in the western region of Monroe County access to the quality health care services they need most. The state-of-the-art facility and campus will include:

- Emergency room
- Operating rooms (including preoperative and postoperative areas)
- Inpatient medical-surgical unit with all private rooms
- Advanced imaging (MRI, CT scan, X-ray, nuclear medicine)
- Medical office building for physician offices
- Sleep Disorders Center
- Outpatient rehabilitation services

We plan to break ground in the spring of 2018, and open the new campus by summer of 2020.

While plans progress for our new campus, LVH-Pocono continues to grow to fulfill our community’s needs. We have built upon our already strong foundation by recruiting even more primary care and specialty providers to Monroe County, and by providing more ExpressCARE locations, an inpatient rehabilitation facility and access to the expertise from our LVHN Heart Institute, LVHN Cancer Institute and LVHN Institute for Special Surgery close to home. To enhance convenience and a seamless experience with LVHN, the integrated Epic electronic medical record for our ambulatory services launched in October.



Please share in our excitement as we grow. We will keep you informed of progress of LVH–Pocono West and all our new services to enhance care in the Pocono community.

Construction Timelines Announced for Hazleton Renovation and Expansion Projects

by [Sheila Caballero](#) · November 13, 2017

In March, colleagues learned about plans to reimagine the future of health care in the Hazleton region. Those plans included renovations throughout LVH–Hazleton to upgrade and modernize patient rooms, corridors, common areas and nursing stations, as well as a robust expansion plan for the ED. They also included a new “health care campus of the future” in Hazle Township that will create a walkable medical mall and serve as a hub for outpatient care.

LVH–Hazleton modernization (renovations to begin spring 2018)



Renovations to the hospital campus are designed to enhance patient privacy and comfort, improve wayfinding and create a safe, welcoming environment for patients and their families. Here are some of the changes you can expect to find there:

- **Lobby** – Expansion and renovations to the lobby will create a welcoming environment that increases comfort and decreases stress for families and patients. We’re also adding large windows to bring in natural light and garden views, and creating positive distractions to capture the attention and imagination of patients and their families while they wait.
- **Room upgrades** – Renovations will include new flooring, lighting, wall finishes, and infrastructure for a future Epic implementation. Double rooms will be transformed into singles to give patients the privacy they desire, while maintaining the ability to flex back to double occupancy during times of high demand.
- **Common areas** – Nursing stations, corridors and other common areas will be upgraded to include new casework, task chairs and other amenities.
- **Cohesive design features** – An overall design will unify the look and feel of the hospital using nature-inspired colors and materials to create a calming, tranquil and comforting environment. The addition of accent colors will improve wayfinding.

LVH–Hazleton ED expansion (construction to begin summer 2018)

ED expansion will enable us to care for more patients and their families and improve the flow of patient care. Best design practices will be used throughout the campus to influence how patients and

families feel from the moment they arrive on campus through discharge.

- **External improvements** – Changes will include a separate entrance to the ED, modifications to the existing drive-up entrance, a new patient drop-off area for the ED and hospital, and alterations to the main parking area.
- **ED expansion** – Plans include a larger check-in area, more ambulance bays (3 total), large private treatment rooms with sliding glass doors for privacy, a secure behavioral health zone, and the creation of a double trauma bay. Plans also include two centralized nursing hubs that will improve patient access, visibility and flow, as well as other features.
- **Centralized nursing stations** – These areas will be designed to increase professional privacy and security, maximize visibility and accessibility to patients, and reduce walking distances and noise levels.

Center City expansion

- **Expansion** of LVPG's services in center city to include an increase in physical space and the addition of primary care and OB-GYN services to our already existing ExpressCARE and pediatric services.

Health care campus of the future (construction to begin summer 2018)

LVHN is on a journey to reimagine the health care of the future by creating a new hub for outpatient care in Hazle Township. The strategy is a direct response to health care trends that show decreasing rates of inpatient care and an increased need for outpatient services. Programming is still being finalized.

Plans include expansion and renovation of the current Health & Wellness Center and the LVPG–Alliance Drive location (formerly known as the Dessen Center), as well as new construction. When complete, the campus will provide comprehensive services from primary to specialty care, wellness facilities, a pharmacy and other features. These plans are in addition to our ongoing commitment to recruit physicians who can provide the “health care of the future.”

“Our campus of the future will preserve the natural landscape and park-like features that make it such a special place to work and receive care,” says John Fletcher, President of LVH–Hazleton.

“Construction and renovation is set to begin this summer. When complete, this campus will usher in new growth opportunities for us and improve access and experience for patients in our community.”

Online Ratings Now on Find a Doctor

Comments and ratings provide patients with more information when choosing a health care provider.



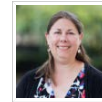
November 16, 2017

LVHN.org's most popular feature is [Find a Doctor](#). Each month, thousands travel to Find a Doctor seeking information about our doctors and advanced practice clinicians (APCs), such as nurse practitioners or physician assistants.

Now a new feature is live on Find a Doctor to enhance your physician decision-making process: online provider ratings. Similar to star ratings and comments you see on other websites, Lehigh Valley Health Network (LVHN) provider ratings publishes information and comments from surveys that patients complete after a visit to an LVHN health care provider and place them on a provider's Find a Doctor page.

Home

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Online Ratings Now on Find a Doctor



Next Steps

Imagine finding all your doctors
at one address.

LVHN.org

Find a Doctor

Find Another Doctor ▶

John Doe, MD

Obstetrics and Gynecology
Gynecology/Obstetrics



Patient Rating



4.7 out of 5

50 Ratings

About Our Survey



Accepting
New Patients

Watch a video of
this provider

Make an Appointment ▶

Overview

LVPG Obstetrics and Gynecology-Valley Center Parkway

Formerly called College Heights OBGYN Associates - Muhlenberg

Address

1665 Valley Center Parkway

Suite 130

Bethlehem, Pennsylvania 18017-2352 ([get directions](#))

Phone

610-317-0208

Fax

610-317-0210



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Languages

English

Experience

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[Get to know him](#)

The ratings and comments come from a survey that is only sent to patients after an office visit. The **Consumer Assessment of Healthcare Providers and Systems** (CAHPS) survey is sent to many patients by mail or by email. It asks for opinions about the provider and their appointment.

- **Why is using CAHPS important?**

Using CAHPS surveys means that the rating is provided by a verified patient. Other websites do not use methods that verify a patient has actually seen an LVHN provider.

- **What about HIPAA?**

Your personal health information is important and private. Comments will be reviewed thoroughly before they are posted on Find a Doctor to ensure personally identifiable health information is not posted online.

Physicians and APCs who have their ratings posted cover a range of care, including family medicine, internal medicine, pediatrics, oncology, gynecology and more. For more information about the patient survey and which types of providers have ratings and comments, visit [About Our Survey](#).

Try it out!

We invite you to use the ratings and comments as a way to learn about a provider on [Find a Doctor](#). In addition to reading

over ratings information, get to know a provider by watching a video – many have them. You can also review the person's education and specialty certifications, and even get to know a provider's care philosophy and personal interests.

With these tools, we are sure you will find the right LVHN health care provider to join you on your journey to good health.

Parents Declare Lehigh Valley Children's Hospital NICU Nurses 'Simply the Best'



November 17, 2017

Sarah and Jim Brinckman of Pennsburg were ready for their son to enter the world. The nursery was set up. His take-home outfit was selected.

What they weren't ready for was Sarah going into labor seven weeks before their son's Aug. 25, 2017, due date.

They rushed to her obstetrician/gynecologist and were told they needed to get to the nearest NICU. They chose Lehigh Valley Health Network.

Expanding their family in more ways than one

Sarah and Jim's son Luke James was born the day after labor started. He weighed 3 pounds, 10.5 ounces. Sarah, Jim and the rest of their family were scared for their newest member.

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610-402-CARE

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Parents Declare Lehigh Valley Children's Hospital NICU Nurses 'Simply the Best'



Next Steps



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LEARN MORE

“But with the round-the-clock care we received from the NICU nurses, we not only gained a son, we also gained several aunts in the form of his nurses,” Jim says.

“Without the tender loving care of Deana, Rose, Nina, Kathy C., Sue and several others, Luke would not be where he is today,” Jim notes. “Their calmness, demeanor, bedside manner and terrific knowledge put us at ease, and little Lukey on the way to a great life!”

The right choice

Sarah and Jim made a good decision. The neonatal intensive care unit (NICU) of Lehigh Valley Children's Hospital at Lehigh Valley Hospital (LVH)—Cedar Crest was recently reclassified as a Level IV unit – the highest classification available. According to the American Academy of Pediatrics, this means the NICU has the ability to provide:

- Immediate, on-site pediatric surgery
- Pediatric anesthesia
- Pediatric medical specialists for complex and congenital conditions

Lehigh Valley Children's Hospital has the only NICU in the Lehigh Valley that meets Level IV standards. The NICU treats 650 premature or critically ill newborns each year.

“Our experienced pediatric surgeons, pediatric surgical subspecialists and pediatric medical specialists are available to our patients 24 hours a day, seven days a week,” says J. Nathan Hagstrom, MD, chair of pediatrics at Lehigh Valley Children's Hospital.

The network also operates a Level II NICU at LVH—Muhlenberg and a Level III NICU at LVH—Pocono. Both units have urgent access to the medical and surgical subspecialists, as well as the neonatologists, at Lehigh Valley Children's Hospital via the neonatal transport team.

To learn more about starting your family at Lehigh Valley Health Network, visit [LVHN.org/family](https://www.lvh.org/family).

How a Lactation Consultant Can Help



November 14, 2017

How you plan to feed your new baby is an important decision only you can make. At [Lehigh Valley Children's Hospital](#), we provide information on infant nutrition and the benefits of breastfeeding, then support you no matter what feeding method you choose.

Before baby is born

While you are expecting, you will learn about the benefits of breastfeeding at your prenatal appointments. You also may attend a Breastfeeding Baby class.

In the hospital

After your baby is born, your bedside nurse will help you with basic breastfeeding positioning and latching of your infant. If further help is needed, a lactation consultant may assist.

At home

[Home](#)

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Share

How a Lactation Consultant Can Help



Next Steps

Imagine an entire health network
reduced to one number.

888-402-LVHN

Women who breastfeed can find support at weekly breastfeeding support group meetings (Monday Morning Moms) or a Lehigh Valley Physician Group (LVPG) Breastfeeding Support group.

Newborn care visit

You also may request to see a lactation consultant or counselor at your primary care provider’s office or schedule a time to have your questions answered by phone.

Need help breastfeeding?

Lactation consultants assist with:

- Latching on
- Reducing pain
- Milk supply
- Feeding issues
- Pumping
- Supplemental feeding
- Emotional support

Meet our lactation consultants. Visit LVHN.org/breastfeeding.